
Subject: **CIVIL RIGHTS COMPLIANCE**

PURPOSE

The purpose of this procedure is to convey policy and provide guidance to ensure compliance with prohibition against discrimination in the National School Lunch Program (NSLP).

PROCEDURE

Discrimination is the act of distinguishing one person or group of persons from others, either intentionally, by neglect or by the effect of actions or lack of actions based on their protected bases.

All food service employees must receive annual training on civil rights compliance. Administrators from the Department of Food and Nutrition will provide annual training to Food Service Managers, Satellite Assistants and Assistant Managers. Food Service Managers and Satellite Assistants must provide training to their staff. New hires must also receive this training during orientation.

Training must include required information from the Civil Rights National School Lunch Program Video Presentation ([Link-1](#) [Link 2](#), [Link-3/PDF](#)). The Civil Rights Compliance Training Information sheet should be posted in a visible location for food service employees along with the Professional Standards Training Roster ([Attachment A](#)). A copy of the Civil Rights Training In-Service Roster should also be kept on file.

Process for Handling Complaint

Complaints may be written or verbal (anonymous complaints are also accepted and handled the same) and must include the information requested on the NSLP Civil Rights Complaint of Discrimination form ([Attachment B](#)). The complainant (person or group) has 180 days to file a complaint from the date of the alleged discriminatory action.

- A. Upon receipt of a complaint, the food service manager or satellite assistant must immediately notify the:
- school site administrator (principal or his/her designee)
 - food service administrator/Department of Food and Nutrition

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- B. The Department of Food and Nutrition must immediately notify the Florida Department of Agriculture and Consumer Services by submitting the completed NSLP Civil Rights Complaint of Discrimination form ([Attachment B](#)) to the following address:

Florida Department of Agriculture and Consumer Services
Food, Nutrition and Wellness
600 South Calhoun Street, Suite 120
Tallahassee, Florida 32399
Attn: Civil Rights Compliance Coordinator

*For Action By: Department of Food and Nutrition, Principals, Food Service Managers,
Satellite Assistants*

Refer Questions to: Department of Food and Nutrition

*Revised: July 2008, July 2009, March 2014, July 2022, July 2023
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